

# MARYLAND BUSINESS ALTERNATIVE DISPUTE RESOLUTION CONFERENCE

CONFLICT MANAGEMENT:  
MAKING BUSINESS  
BETTER

October 30, 2007  
9:00 a. m. — 9:15 p. m.

BWI Airport Marriott  
1743 West Nursery Road  
Baltimore, MD



Sponsored by:

*The Maryland State Bar Association (MSBA),  
Alternative Dispute Resolution Section, The Maryland  
Judiciary's Mediation and Conflict Resolution Office  
(MACRO), The International Institute for Conflict  
Prevention & Resolution (CPR), and The Maryland  
Institute for Continuing Professional Education of  
Lawyers (MICPEL)*

Maryland Mediation and Conflict Resolution Office  
900 Commerce Road  
Annapolis, MD 21401

Hurry! Reserve your space by October 23rd!

## Program Highlights

- Learn about leading practices in workplace, business, government, commercial and consumer dispute resolution programs
- Interact with nationally acclaimed judges, arbitrators, mediators, and business principals
- Discuss court systems and business processes that help resolve business conflicts
- Gather information on legal decisions, contract clauses, and ethical rules pertaining to business conflicts
- Hear remarks from Baltimore County Executive, James T. Smith, Jr., and keynote addresses from CPR President Kathleen Bryan and Ambassador Dennis Ross

### Who Should Attend?

Business, government, and non-profit organization executives and their counsel, human relations personnel, managers and others who handle and resolve conflicts.

## Featuring Keynote Addresses By:



**Kathleen A. Bryan**  
President and Chief Executive Officer  
International Institute for Conflict Prevention & Resolution (CPR)

Kathleen A. Bryan was named President and CEO for CPR Institute in August 2006 and assumed the post in October 2006. Ms. Bryan has devoted her career to finding the most effective and imaginative resolutions for resolving business disputes. She developed “best-in-class” litigation management techniques and created a system of regional counsel firms across the country. She speaks frequently on various litigation topics, and has served as a subject matter expert for several publications, including *U.S. Business Litigation*. She also serves on the Board of Directors for the Constitutional Rights Foundation and the Illinois Civil Justice League.



**Ambassador Dennis Ross**  
Counselor and Ziegler Distinguished Fellow  
Washington Institute for Near East Policy

Ambassador Dennis Ross is The Washington Institute's Counselor and Ziegler distinguished fellow. For more than twelve years, Ambassador Ross played a leading role in shaping U.S. involvement in the Middle East peace process and dealing directly with the parties in negotiations. A highly skilled diplomat, Ambassador Ross was the U.S. point man on the peace process in both the George H. W. Bush and Bill Clinton administrations. He was instrumental in assisting Israelis and Palestinians to reach the 1995 Interim Agreement; he also successfully brokered the 1997 Hebron Accord, facilitated the 1994 Israel-Jordan peace treaty, and intensively worked to bring Israel and Syria together.

*Additional Support for This Conference has Been Provided By:*

**Alternative Resolutions  
American Arbitration Association  
Bodie, Nagle, Dolina, Smith & Hobbs P.A.  
JAMS**

**Joyce Ann Mitchell & Associates, P.C.  
Miles & Stockbridge P.C.  
MSBA, Business Law Section**



Program Agenda

9:00 — 9:30 a.m.	<b>Registration</b>
9:30 — 10:00 a.m.	<b>Welcome and Opening Remarks</b> <i>The Honorable Robert M. Bell</i> , Chief Judge, Maryland Court of Appeals <i>James T. Smith, Jr.</i> , Baltimore County Executive Presentation of Maryland Proclamation
10:00 — 12:00 p.m.	<b>Plenary Panel — Corporate Mediation: Evolving Expectations</b> <i>John Bickerman</i> , Bickerman Dispute Resolution Group; <i>Kathleen Bryan</i> , International Institute for Conflict Prevention & Resolution (CPR); <i>Rachel Wohl</i> , MACRO; Wilbur Hicks, International Monetary Fund with additional corporate counsel (tbd)
12:15 — 1:45 p.m.	<b>Luncheon and Afternoon Keynote</b> <b><i>Kathleen A. Bryan</i></b> President, International Institute for Conflict Prevention & Resolution (CPR)
2:00 — 3:15 p.m.	<b>Concurrent Sessions - A</b> 1. <b>ADR in Employment Litigation: What Cases are Best Suited, When and How to Use It</b> <i>Joyce Mitchell</i> , Joyce A. Mitchell and Associates, PC; <i>Glendora Hughes</i> , Maryland Commission on Human Relations; <i>Tara Taylor</i> , Maryland Commission on Human Relations; <i>Denise Bean</i> , US Equal Employment Opportunity Commission; <i>J. Michael McGuire</i> , Shawe & Rosenthal, LLP 2. <b>Judicial Perspectives on Business ADR</b> <i>Douglas Bregman</i> , Bregman, Berbert, Schwartz & Gilday, LLC; <i>The Honorable Steven I. Platt (Ret.)</i> , with other Maryland judges (tbd) 3. <b>New Developments in Mediating Real Estate and Construction Disputes</b> <i>Patricia “Trish” Miller</i> , National Institute for Conflict Resolution; <i>Lisa Cameron</i> , Maryland Association of Realtors; <i>Robert Carney</i> , Whiteford, Taylor & Preston, LLP 4. <b>“Lessons Learned” From One Business Segment: Energy</b> <i>Bob Fleishman</i> , Covington & Burling, LLP; <i>Duncan McKay</i> , Northeast Utilities; <i>Calvin Timmerman</i> , Maryland Public Service Commission; <i>Jean Baker</i> , American Arbitration Association
3:30— 4:45 p.m.	<b>Concurrent Sessions - B</b> 1. <b>Design the Forum for the Fuss: Building Dispute Resolution Systems for Businesses</b> <i>Ellen Kandell</i> , Alternative Resolutions; <i>Ted Garrett</i> , Stop and Shop Supermarket Co., LLC; <i>Deborah Masucci</i> , American International Group 2. <b>Mediating with the 800lb Gorilla: ADR in Government Contract Disputes</b> <i>Richard Melnick</i> , Office of the Montgomery County Attorney; <i>Steven Shapiro</i> , Resolution Matters; <i>Edward Ketchen</i> , ImMediate, LLC 3. <b>Ethical Quandaries in Business ADR</b> <i>John Bickerman</i> , Bickerman Dispute Resolution, PLLC; <i>Michael Lewis</i> , JAMS; <i>Roger Wolf</i> , Center for Dispute Resolution at the University of Maryland School of Law; <i>Daniel Dozier</i> , Press & Potter, LLC 4. <b>ADR Provider Organizations: What We Can Do For You</b> <i>Jean Baker</i> , American Arbitration Association; <i>Kathleen Bryan</i> , CPR; <i>Kimberly Taylor</i> , JAMS
5:00—6:00 p.m.	<b>Reception</b>
6:15—9:15 p.m.	<b>Presentation of The Honorable Robert M. Bell Award for Excellence in ADR Dinner and Evening Keynote</b> <b><i>Ambassador Dennis Ross</i></b>

For More Information, contact:  
The Maryland Mediation and Conflict Resolution Office (MACRO)  
410-841-2260 or [www.mdcourts.gov/macro](http://www.mdcourts.gov/macro)

Registration for the  
**Maryland Business ADR Conference**  
**CONFLICT MANAGEMENT: MAKING BUSINESS BETTER**  
*Presented by the MSBA’s Alternative Dispute Resolution Section,  
the Maryland Mediation and Conflict Resolution Office (MACRO), The International Institute for Conflict Prevention & Resolution (CPR), and MICPEL*

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1743 West Nursery Road, Baltimore, MD 21240 • 410-859-8300, [www.bwairportmarriott.com](http://www.bwairportmarriott.com)

(Registration Form also available at [www.micpel.edu](http://www.micpel.edu) and [www.mdcourts.gov/macro](http://www.mdcourts.gov/macro))

Please fill in the following information, only one per registration form: Please type or print clearly:	Please send or fax your registration with payment by check or credit card to:
Name _____	Maryland MACRO
Address _____	900 Commerce Road
Firm: _____	Annapolis, Maryland 21401
Suite: _____	Phone: 410-841-2260; Fax: 410-841-2261
City/State _____	<u>Make checks payable to MICPEL*</u>
Zip: _____	___ Check/check number _____
Phone: _____	___ Charge ___ VISA ___ Master Card ___ AMEX
Fax: _____	Account Number: _____
Email: _____@_____	CVV Number: _____ (VISA & MasterCard last 3 digits on back of card; AMEX 4 digits on card front)
Course Code: 08-7701	Expiration Date: _____
Pennsylvania and Virginia CLE credits may be available.	Name on Card: _____
	Signature: _____

Deadline:	Registration Fees:
Postmarked or Faxed by October 23, 2007 (last date for pre-registration – after 10/23, register on site)	Day Program and Dinner Keynote \$200
	Day Program Only \$150
	Dinner Keynote Only \$100

TOTAL Payment enclosed:	\$
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Refunds will be granted by MICPEL up until Tuesday, Oct 23<sup>rd</sup>, minus a \$10 administrative charge.

\*MICPEL is acting as Registrar for the event.  
For further information, please call MACRO at 410-841-2260.